Hosted by the International Facility Management Association, the globally recognized resource for facility management, representing 24,000 members in 96 countries, 133 regional chapters and 17 councils.

Special thanks to the British Columbia Chapter of IFMA for their support in bringing Facility Fusion to Vancouver.
Welcome!

On behalf of IFMA, the British Columbia Chapter of IFMA, our exhibitors and sponsors, and this year’s program committee, we welcome you to IFMA Facility Fusion Canada Conference & Expo. We wish you an enjoyable and successful learning and networking experience.

Program Committee
Jim Christopher, CFM, SFP, LEED AP, President, FM+G Groveland Group
Janice Cimbalo, Esq., MCR, Senior Vice President, Jones Lang LaSalle
Chris Hoot, Managing Director, CBRE
Kathy Leslie, Vice President, Sentry Advisors
Kate Lister, President, Global Workplace Analytics
Geoff Williams, Facilities Director, Centre for Health & Safety Innovation
Eric Teicholz, IFMA Fellow, President, Graphic System
Tim O’Malley, CFM, President, The O’Malley Group
Kate North, Vice President, Global Development, e-Work.com
Kate Lister, President, Global Workplace Analytics
Kathy Lesiuk, Vice President, Serten Advisors
Janice Cimbalo, Esq., MCR, Senior Vice President, JLL, BC Chapter of IFMA, Multiview

Exhibitors
Exhibited in conjunction with networking breaks and special receptions, the expo allows you to build relationships with exhibitors in a relaxed setting. Bring your facility challenges to the experts — our exhibitors are here to recommend the best products, services and career-building resources for you and your facilities.

Sponsors
JLL, BC Chapter of IFMA, Multiview

Schedule of Events

**Monday, March 9**

8 a.m.-5 p.m. | Registration | 3rd Level Foyer

9 a.m.-5 p.m. | Workplace Evolutionaries

Pre-Conference | Junior Ballroom C

Explore key insights from 10 great workplace case studies from Canada and the U.S. Join the “Workplace Conversation,” a global movement focused on a highly interactive and experiential process to expand our collective thinking on how we can make work better.

Tour groups: Please check in at registration to receive your badge and ticket. Meet near registration at 1:30 p.m. before boarding shuttles to one of the following tour locations:
- University of British Columbia
- Richmond Olympic Oval
- Science World Sphere

2 p.m.-5 p.m. | Facility Tours | 3rd Level Foyer

Tuesday, March 10

8:30 a.m.-5 p.m. | Registration | 3rd Level Foyer

8:30 a.m.-9:30 a.m. | Continental Breakfast | Expo: Pavilion Ballroom + Foyer

9:30 a.m.-10:30 a.m. | Educational Sessions 6.01-6.04

10:45 a.m.-11:45 a.m. | Educational Sessions 7.01-7.04

Wednesday, March 11

11:45 a.m.-1:15 p.m. | General Session Luncheon 7.0: Diving Into the Deep Waters of Change | Junior Ballroom C-D

Speakers: Cheryl Duvall, FIIDA, MSD, LEED AP, President, Avance LLC; Robyn Bews, Executive Director, WORKshift Canada; Cheryl Duvall, FIIDA, MSOD, LEED AP, President, Avance LLC

5 p.m.-6:30 p.m. | Welcome Reception | Expo: Pavilion Ballroom + Foyer

9 p.m. | CREC Cocktail Party | Find out where by attending a CREC/WE session!

7 p.m. | WE EAT | Find out where by attending a CREC/WE session!

8 a.m.-5 p.m. | Educational Sessions 1.01-1.04

1:15 p.m.-1:45 p.m. | Dessert & Coffee | Expo: Pavilion Ballroom + Foyer

10:45 a.m.-11:45 a.m. | Educational Sessions 1.01-1.04

10:45 a.m.-11:45 a.m. | Educational Sessions 1.01-1.04

10:45 a.m.-11:45 a.m. | 7.04 Credentials & Your Chapter: Successful Course Offerings for Your Members | IFMA Volunteer Leaders Training | Orca

Speakers: Cheryl Duvall, FIIDA, MSD, LEED AP, President, Avance LLC; Robyn Bews, Executive Director, WORKshift Canada; Cheryl Duvall, FIIDA, MSOD, LEED AP, President, Avance LLC; Kate Lister, President, Global Workplace Analytics

2 p.m.-3 p.m. | Educational Sessions 8.01-8.03

3 p.m.-4 p.m. | Educational Sessions 9.01-9.03

3:15 p.m.-4 p.m. | Afternoon Break | Expo: Pavilion Ballroom + Foyer

3:30 p.m.-5 p.m. | Educational Sessions 5.01-5.04

4 p.m.-5 p.m. | WE EAT | Find out where by attending a CREC/WE session!

6:15 p.m.-8 p.m. | Light Networking Session | Sheraton Wall Centre, Junior Ballroom C-D

6 p.m.-9 p.m. | CREC Cocktail Party | Find out where by attending a CREC/WE session!

8 p.m. | WE EAT | Find out where by attending a CREC/WE session!

Tuesday, March 10

8 a.m.-5 p.m. | Educational Sessions 1.01-1.04

9:30 a.m.-10:30 a.m. | Educational Sessions 6.01-6.04

10:45 a.m.-11:45 a.m. | Educational Sessions 6.01-6.04

11:45 a.m.-1:15 p.m. | General Session Luncheon 7.0: Diving Into the Deep Waters of Change | Junior Ballroom C-D

Speakers: Cheryl Duvall, FIIDA, MSD, LEED AP, President, Avance LLC; Robyn Bews, Executive Director, WORKshift Canada; Cheryl Duvall, FIIDA, MSOD, LEED AP, President, Avance LLC

5 p.m.-6:30 p.m. | Welcome Reception | Expo: Pavilion Ballroom + Foyer

9 p.m. | CREC Cocktail Party | Find out where by attending a CREC/WE session!

7 p.m. | WE EAT | Find out where by attending a CREC/WE session!

8 a.m.-5 p.m. | Educational Sessions 1.01-1.04

1:15 p.m.-1:45 p.m. | Dessert & Coffee | Expo: Pavilion Ballroom + Foyer

10:45 a.m.-11:45 a.m. | Educational Sessions 1.01-1.04

10:45 a.m.-11:45 a.m. | 7.04 Credentials & Your Chapter: Successful Course Offerings for Your Members | IFMA Volunteer Leaders Training | Orca

Speakers: Cheryl Duvall, FIIDA, MSD, LEED AP, President, Avance LLC; Robyn Bews, Executive Director, WORKshift Canada; Cheryl Duvall, FIIDA, MSOD, LEED AP, President, Avance LLC; Kate Lister, President, Global Workplace Analytics

2 p.m.-3 p.m. | Educational Sessions 8.01-8.03

3 p.m.-4 p.m. | Educational Sessions 9.01-9.03
## Sessions at a Glance

### Tuesday, March 10 | Junior Ballroom A-D

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 a.m. - 12:15 p.m.</td>
<td>Blueprint: Transforming Office Space Design in British Columbia’s Public Service</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>2 p.m. – 3:15 p.m.</td>
<td>They Cut My Budget Again... Now What?</td>
<td>Junior Ballroom: B</td>
</tr>
<tr>
<td>3:45 p.m. – 5 p.m.</td>
<td>Space Reservation Systems Can Reduce Costs &amp; Environmental Impact</td>
<td>Junior Ballroom: B</td>
</tr>
<tr>
<td>10:45 a.m. – 11:45 a.m.</td>
<td>Reporting Facility Management Performance: The Right Balance of Metrics &amp; Storytelling</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>2 p.m. – 3 p.m.</td>
<td>Metrics in FM: More Than Just a Management Edict</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>3 p.m. – 4 p.m.</td>
<td>Religious Facility Council Roundtable Discussion</td>
<td>Junior Ballroom B</td>
</tr>
<tr>
<td>9:30 a.m. - 10:30 a.m.</td>
<td>Smart Cities: Challenging FM</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>7:01 a.m. – 7:45 a.m.</td>
<td>The New Economy, Change &amp; The Workplace</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>8:01 a.m. – 8:45 a.m.</td>
<td>Reporting Facility Management Performance:</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>9:01 a.m. – 9:30 a.m.</td>
<td>Metrics in FM: More Than Just a Management Edict</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>9:01 a.m. – 9:30 a.m.</td>
<td>Religious Facility Council Roundtable Discussion</td>
<td>Junior Ballroom B</td>
</tr>
<tr>
<td>9:02 a.m. – 9:30 a.m.</td>
<td>A Conversation About Conversations at Work: A World Café</td>
<td>Junior Ballroom: CD</td>
</tr>
</tbody>
</table>

### sessions at a glance - sessions at a glance

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 a.m. - 12:15 p.m.</td>
<td>Blueprint: Transforming Office Space Design in British Columbia’s Public Service</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>02 p.m. – 03:15 p.m.</td>
<td>They Cut My Budget Again... Now What?</td>
<td>Junior Ballroom: B</td>
</tr>
<tr>
<td>03:45 p.m. – 05 p.m.</td>
<td>Space Reservation Systems Can Reduce Costs &amp; Environmental Impact</td>
<td>Junior Ballroom: B</td>
</tr>
<tr>
<td>10:45 a.m. – 11:45 a.m.</td>
<td>Reporting Facility Management Performance: The Right Balance of Metrics &amp; Storytelling</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>2 p.m. – 3 p.m.</td>
<td>Metrics in FM: More Than Just a Management Edict</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>3 p.m. – 4 p.m.</td>
<td>Religious Facility Council Roundtable Discussion</td>
<td>Junior Ballroom B</td>
</tr>
<tr>
<td>9:30 a.m. - 10:30 a.m.</td>
<td>Smart Cities: Challenging FM</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>7:01 a.m. – 7:45 a.m.</td>
<td>The New Economy, Change &amp; The Workplace</td>
<td>Junior Ballroom: CD</td>
</tr>
<tr>
<td>8:01 a.m. – 8:45 a.m.</td>
<td>Reporting Facility Management Performance:</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>9:01 a.m. – 9:30 a.m.</td>
<td>Metrics in FM: More Than Just a Management Edict</td>
<td>Junior Ballroom: A</td>
</tr>
<tr>
<td>9:02 a.m. – 9:30 a.m.</td>
<td>Religious Facility Council Roundtable Discussion</td>
<td>Junior Ballroom B</td>
</tr>
<tr>
<td>9:03 a.m. – 9:30 a.m.</td>
<td>A Conversation About Conversations at Work: A World Café</td>
<td>Junior Ballroom: CD</td>
</tr>
</tbody>
</table>

### Topic Tracks

Sessions are categorized into the following tracks:

- Best Practices
- Sustainability & Environmental Stewardship
- Leading & Bleeding Edge
- Leading & Managing
- Corporate Real Estate Council
- Workplace Evolutionaries
- IFMA Volunteer Leaders Training

### Learning Levels

Sessions are also classified by levels representing career experience:

- 100 Level: Geared toward new or emerging facility professionals with less than two years of experience.
- 200 Level: Geared toward facility professionals with two to five years of experience. Ideal for credentialed or aspiring FMPs, CFMs and SFPs.
- 300 Level: Geared toward facility professionals with more than five years of experience. Ideal for credentialed or aspiring FMPs, CFMs and SFPs.

### To Receive Continuing Education Units (CEUs):

- Pay the CA$15 processing fee via registration.
- Log into the Attendee Service Center: http://tinyurl.com/l83jw7x (your login information was included in your conference registration confirmation).
- Complete the session evaluation, then take the five-question CEU assessment.
- After passing the assessment, you will receive your certificate of completion.
- CEUs can only be earned upon successful completion of the assessment.

Individuals seeking CEUs or LUs from other organizations must contact those organizations for instructions on self-reporting credit hours.

**CEUs will not be granted after April 24, 2015**

### To Receive 20 Certified Facility Manager (CFM) Maintenance Points:

- Record your attendance on your CFM Recertification Worksheet.
- At recertification time, submit your completed CFM Recertification Worksheet.
Understand why stakeholder engagement is an important part of transforming office space design in British Columbia.

**2.01 Blueprint: Transforming Office Space Design in British Columbia**
- **Leading & Bleeding Edge** [200 level] - Ricard Mordacan, BID, Government of B.C., Real Property Division - Learn about the B.C. government’s corporate initiative to transform office space design through increased mobility and collaboration.

**2.02 How to Persuasively Speak Up to Higher Ups**
- **Leading & Managing** [200 level] - Manouk MacKinnon, Energetic Evolution; Dorothy M. Nederlemeyer, Ph.D., Genesis Consultants Inc. - Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

**2.03 Real Estate: What’s Hot & What’s Not - Current & Future Perspectives From North America & Around the Globe**
- **Corporate Real Estate Council** [100 level] - Janice Camblo, Esq., MCR, J.L. Lang LaSalle - Learn how global real estate trends impact your market, and gain tools for portfolio planning and strategy.

**2.04 IFMA Chapters & the IFMA Foundation: A Partnership Introducing the FM Profession in High Schools to Make FM a Career of Choice**
- **IFMA Volunteer Leaders Training** [200 level] - John Carrillo, IFMA Foundation Vice Chair; Diane Coles-Levine, IFMA Foundation Chair; J. Strong, New York City Chapter Foundation Committee Chair; Jeffrey Taft, CAE, IFMA Foundation Executive Director; James Ziefel, Past President, IFMA Madison Chapter - Learn how IFMA chapters have successfully changed outdated perceptions of FM, creating “real-world connections” to engage high school students, parents and educators.

**2.05 Space Reservations Systems Can Reduce Costs & Environmental Impact**
- **Best Practices** [300 level] - Ted Ritter, Veredcon; Geoff Williams, Centre for Health & Safety Innovation - Learn how to plan for an effective room reservation system and reduce the portfolio footprint while supporting an effective telecommuting strategy.

**2.06 Mobility Programs, Change & People Working Everywhere But At Their Desks – I Have to Manage This Too?!**
- **Workplace Evolutions** [200 level] - Melodie Wagner, MCR, Workspace Strategies Inc. - Know what to consider when managing facilities that are no longer traditional; and acquire a toolkit of helpful change management information.

**2.07 Leverage: How Much Money Is Lost Due to Lack of a Cohesive Real Estate/FM/Workplace Strategy?**
- **Corporate Real Estate Council** [300 level] - Diane Coles-Levine, Workplace Management Solutions; Janice Camblo, Esq., MCR, J.L. Lang LaSalle, Rodney Storey, Environetics - Examine wasteful practices and lessons learned from the world of workplace strategy.

**2.04 Best Practices for Chapter Leaders, Part 1**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.05 Best Practices for Chapter Leaders, Part 2**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.06 Best Practices for Chapter Leaders, Part 3**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.07 How To Persuasively Speak Up To Higher Ups**
- **Leading & Managing** [200 level] - Manouk MacKinnon, Energetic Evolution; Dorothy M. Nederlemeyer, Ph.D., Genesis Consultants Inc. - Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

**2.08 How To Persuasively Speak Up To Higher Ups**
- **Leading & Managing** [200 level] - Manouk MacKinnon, Energetic Evolution; Dorothy M. Nederlemeyer, Ph.D., Genesis Consultants Inc. - Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

**2.09 Real Estate: What’s Hot & What’s Not - Current & Future Perspectives From North America & Around the Globe**
- **Corporate Real Estate Council** [100 level] - Janice Camblo, Esq., MCR, J.L. Lang LaSalle - Learn how global real estate trends impact your market, and gain tools for portfolio planning and strategy.

**2.10 IFMA Chapters & the IFMA Foundation: A Partnership Introducing the FM Profession in High Schools to Make FM a Career of Choice**
- **IFMA Volunteer Leaders Training** [200 level] - John Carrillo, IFMA Foundation Vice Chair; Diane Coles-Levine, IFMA Foundation Chair; J. Strong, New York City Chapter Foundation Committee Chair; Jeffrey Taft, CAE, IFMA Foundation Executive Director; James Ziefel, Past President, IFMA Madison Chapter - Learn how IFMA chapters have successfully changed outdated perceptions of FM, creating “real-world connections” to engage high school students, parents and educators.

**2.11 Space Reservations Systems Can Reduce Costs & Environmental Impact**
- **Best Practices** [300 level] - Ted Ritter, Veredcon; Geoff Williams, Centre for Health & Safety Innovation - Learn how to plan for an effective room reservation system and reduce the portfolio footprint while supporting an effective telecommuting strategy.

**2.12 Mobility Programs, Change & People Working Everywhere But At Their Desks – I Have to Manage This Too?!**
- **Workplace Evolutions** [200 level] - Melodie Wagner, MCR, Workspace Strategies Inc. - Know what to consider when managing facilities that are no longer traditional; and acquire a toolkit of helpful change management information.

**2.13 Leverage: How Much Money Is Lost Due To Lack Of A Cohesive Real Estate/FM/Workplace Strategy?**
- **Corporate Real Estate Council** [300 level] - Diane Coles-Levine, Workplace Management Solutions; Janice Camblo, Esq., MCR, J.L. Lang LaSalle, Rodney Storey, Environetics - Examine wasteful practices and lessons learned from the world of workplace strategy.

**2.14 Best Practices for Chapter Leaders, Part 1**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.15 Best Practices for Chapter Leaders, Part 2**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.16 Best Practices for Chapter Leaders, Part 3**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.17 How To Persuasively Speak Up To Higher Ups**
- **Leading & Managing** [200 level] - Manouk MacKinnon, Energetic Evolution; Dorothy M. Nederlemeyer, Ph.D., Genesis Consultants Inc. - Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

**2.18 How To Persuasively Speak Up To Higher Ups**
- **Leading & Managing** [200 level] - Manouk MacKinnon, Energetic Evolution; Dorothy M. Nederlemeyer, Ph.D., Genesis Consultants Inc. - Learn how to speak up to supervisors about issues and ideas that will transform your facility into one that far exceeds just barely meeting standards.

**2.19 Real Estate: What’s Hot & What’s Not - Current & Future Perspectives From North America & Around the Globe**
- **Corporate Real Estate Council** [100 level] - Janice Camblo, Esq., MCR, J.L. Lang LaSalle - Learn how global real estate trends impact your market, and gain tools for portfolio planning and strategy.

**2.20 IFMA Chapters & the IFMA Foundation: A Partnership Introducing the FM Profession in High Schools to Make FM a Career of Choice**
- **IFMA Volunteer Leaders Training** [200 level] - John Carrillo, IFMA Foundation Vice Chair; Diane Coles-Levine, IFMA Foundation Chair; J. Strong, New York City Chapter Foundation Committee Chair; Jeffrey Taft, CAE, IFMA Foundation Executive Director; James Ziefel, Past President, IFMA Madison Chapter - Learn how IFMA chapters have successfully changed outdated perceptions of FM, creating “real-world connections” to engage high school students, parents and educators.

**2.21 Space Reservations Systems Can Reduce Costs & Environmental Impact**
- **Best Practices** [300 level] - Ted Ritter, Veredcon; Geoff Williams, Centre for Health & Safety Innovation - Learn how to plan for an effective room reservation system and reduce the portfolio footprint while supporting an effective telecommuting strategy.

**2.22 Mobility Programs, Change & People Working Everywhere But At Their Desks – I Have to Manage This Too?!**
- **Workplace Evolutions** [200 level] - Melodie Wagner, MCR, Workspace Strategies Inc. - Know what to consider when managing facilities that are no longer traditional; and acquire a toolkit of helpful change management information.

**2.23 Leverage: How Much Money Is Lost Due To Lack Of A Cohesive Real Estate/FM/Workplace Strategy?**
- **Corporate Real Estate Council** [300 level] - Diane Coles-Levine, Workplace Management Solutions; Janice Camblo, Esq., MCR, J.L. Lang LaSalle, Rodney Storey, Environetics - Examine wasteful practices and lessons learned from the world of workplace strategy.

**2.24 Best Practices for Chapter Leaders, Part 1**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.25 Best Practices for Chapter Leaders, Part 2**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.

**2.26 Best Practices for Chapter Leaders, Part 3**
- **IFMA Volunteer Leaders Training** [200 level] - Mary Ressler, IFMA Components Manager - Share operational best practices and learn how to make and enhance connections with other chapters for collaboration and resource sharing.
IFMA Corporate Sustaining Partners
CSPs represent the highest level of support for the continued growth of IFMA and the FM profession. Join us in thanking the following high-level CSPs that have a presence in Canada for their active, ongoing and generous support.

Thank you to our Participating Partners

We look forward to seeing you next year in Montreal! Save the date for IFMA Facility Fusion 2016: May 4-5